

*The Preston Robert Tisch Center
for Hospitality, Tourism,
and Sports Management*

NYU
FULL-TIME FACULTY PROFILES

EXPERTISE
mentorship
COMMUNITY

OUR FACULTY: EXCEPTIONAL LEADERS

A commitment to excellence in teaching is the hallmark of NYU's faculty. Our full-time professors are some of the most respected in the country, recruited for their superior academic credentials, status as exemplary role models in the business world, and extraordinary ability to teach. Because our professors teach both graduate and undergraduate courses, students at all levels benefit from their knowledge and experience.

At the Preston Robert Tisch Center for Hospitality, Tourism, and Sports Management, we believe the strength of our programs relies on a first-rate faculty. Tisch Center adjunct faculty are more than scholarly experts—they are also managers, accountants, planners, lawyers, marketing specialists, architects, and developers in their fields who can share real-world experience and bring guest lecturers to speak to their classes. We invite you to learn more about our dynamic team of hotel, tourism, and sports management professors.

KNOWLEDGE
professionalism
EXPERIENCE

THE TISCH CENTER ENVIRONMENT

At the Tisch Center, our small classes create a close community among students and professors that fosters lasting friendships and professional associations. Our faculty share their expertise through advisement, mentoring, and professional networking. Starting in your first year, you will receive individual attention from your faculty adviser, who will help you focus your interests, determine your options, and establish a career plan. Our office is centrally located on the Washington Square campus, where you may attend class, visit your professors, or use our resource lab, which provides access to the Tisch Center's internship database. Professors maintain regular office hours and encourage you to seek them out for individual assistance or to just stop by to discuss course work after class. You will also meet and interact with professionals in hospitality, tourism, and sports management and have the chance to speak with them one on one at conferences hosted by the Tisch Center and at other industry-specific events on campus and in the city. You will build stimulating and rewarding friendships with classmates from diverse academic, social, and cultural backgrounds who will become your future colleagues. Many alumni also stay in contact with their former professors and classmates, who then serve as their initial network of industry contacts.

Faculty often lead site visits to high-profile lodging and sports venues where you can interact with professionals firsthand and participate in live case studies. Courses feature appearances by distinguished guest lecturers across a range of professions. Recently, representatives from the Mandarin Oriental Hotel Group, PricewaterhouseCoopers, Waldorf=Astoria, the Hotel Association of New York City, New York Marriott Marquis, HVS, Starwood Hotels, Loews Hotels, Madison Square Garden, Major League Baseball, ESPN, the NBA, the NFL, and *Sports Illustrated*, among others, spoke to our students on specific industry topics. This lively learning environment creates a stimulating dialogue that will challenge you to think, analyze, and create.

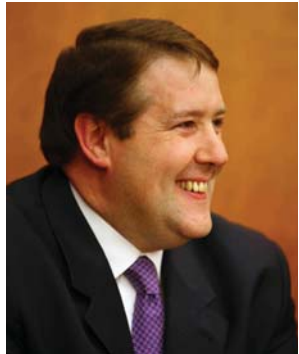
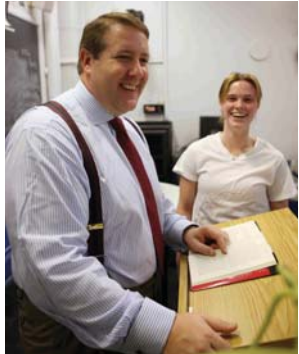


Bjorn Hanson, Ph.D.

**Divisional Dean, Clinical Professor of
Hospitality and Tourism Management, HVS Chair**

Dr. Bjorn Hanson earned a B.S. from Cornell University, an M.B.A. from Fordham University, and a Ph.D. from New York University. Previously, he founded and directed the global hospitality and leisure industry practice at PricewaterhouseCoopers, LLP. Dr. Hanson teaches Principles of Lodging, Consulting, Applied Research, Accounting, Financial Management, and Strategic Pricing. He has authored technical articles published in the *Cornell Hospitality Quarterly*, *Lodging*, *Restaurant News*, *Lodging Hospitality*, and *Convene*. He is an author or contributor to multiple textbooks and is one of the most cited industry leaders in the *New York Times*, the *Wall Street Journal*, *Forbes*, *Time*, *Newsweek*, and other publications.

*“It is thrilling to see students
who are intimidated by statistics
and finance gain confidence as
they learn the subject.”*



Robert Boland, J.D.

Academic Chair, Clinical Associate Professor of Sports Management

Robert Boland has a B.A. from Columbia University and a J.D. from Samford University's Cumberland School of Law. An active scholar, he has written two of the most comprehensive studies of coaching contracts and economics in the National Football League, both published in the *Marquette University Sports Law Review*. Professor Boland teaches Introduction to Sports Management, Sports Law, and Professional Franchises. A sports lawyer by training, Professor Boland is a highly sought after speaker, writer, and commentator on sports business and legal issues, having recently appeared on the *Today Show*, *Good Morning America*, the *NBC Nightly News*, *ABC World News Tonight*, and CNN. He was awarded the NYU School of Continuing and Professional Studies Distinguished Teaching Award in 2006, the School's highest teaching honor, and currently serves as one of 20 faculty members to be a Faculty Fellow in Residence, in which position he directs enrichment programming for students.

“Sports are an important part of every society, and it’s exciting to prepare students to be leaders in this global industry.”

Lalia Rach, Ed.D.

Clinical Professor of Hospitality and Tourism Management

Dr. Lalia Rach holds a B.S. and an M.B.A. from the University of Wisconsin and an Ed.D. in higher education administration from George Washington University. She served as the divisional dean and HVS International Chair of the Preston Robert Tisch Center for Hospitality, Tourism, and Sports Management at New York University from 1995 to 2010. Previously, Dr. Rach served as dean of the School of Hotel and Restaurant Management and as professor of hospitality studies at the University of New Haven, in Connecticut.

Dr. Rach has authored numerous articles and chapters and delivered keynote speeches on customer service, hotel sales and marketing, and consumer demographics. She was named one of *Travel Weekly's* 33 most influential people in the travel industry; Hospitality Sales and Marketing Association International's (HSMIA) "Top 25 Extraordinary Minds in Sales and Marketing"; and *Forbes Executive Woman's* 25 most influential women in travel.



“I find the most important aspect of leading is the ability to engage; I ask my students questions, consider their experiences, and learn alongside them.”



**Donna Quadri-Felitti, M.S.
Clinical Associate Professor of
Hospitality and Tourism Management**

Donna Quadri-Felitti has a B.S. and M.S. from New York University. Prior to joining the Tisch Center, she worked with ARAMARK, Horwath Landaury Realty, Smith Travel Research, and Loews Hotels. An active member of the Hospitality Sales and Marketing Association International (HSMIAI), Professor Quadri-Felitti assumed the presidency of the Greater NY chapter in 2007—the first faculty member to do so in the 80 plus-year history of the organization. She teaches Hospitality and Tourism Sales and Marketing, Marketing Strategies, Distribution and Channel Management, and Marketing of Destinations. She was awarded the NYU School of Continuing and Professional Studies Distinguished Service Award in 2009. An early advocate of the revenue management discipline, she specializes in hospitality and tourism sales and marketing strategy.

*“The city is full of my valued contacts
and colleagues, and I draw upon them
to merge real-world experience
with classroom learning.”*

Lee Igel, Ph.D.

Clinical Assistant Professor of Sports Management

Dr. Lee Igel holds a B.S. in clinical exercise physiology, an Ed.M. in counseling (sport psychology), and a Ph.D. in industrial/organizational psychology. He teaches Consumer Behavior, Leadership and Organizational Behavior, and Introduction to Sports Management. His research interests include management, organizational behavior, and decision making.



“The challenge is to get students to analyze topics in economics, politics, and society in order to prepare them to manage effectively, especially in turbulent times.”



Connee Zotos, Ph.D.
Clinical Associate Professor of Sports Management

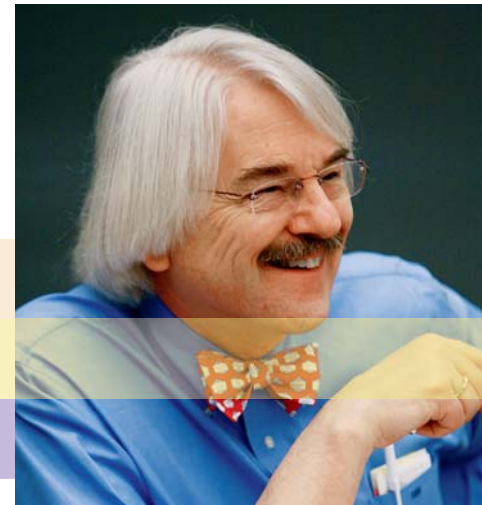
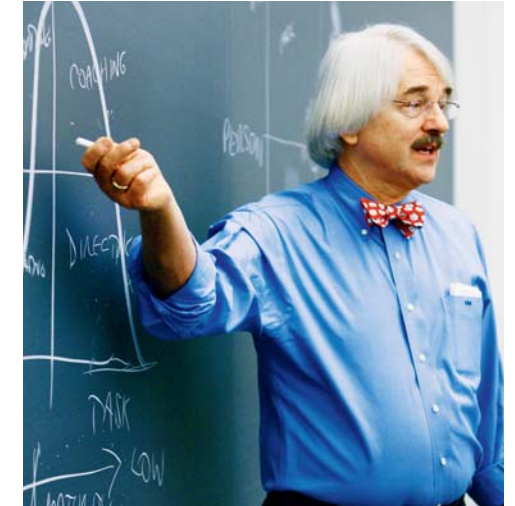
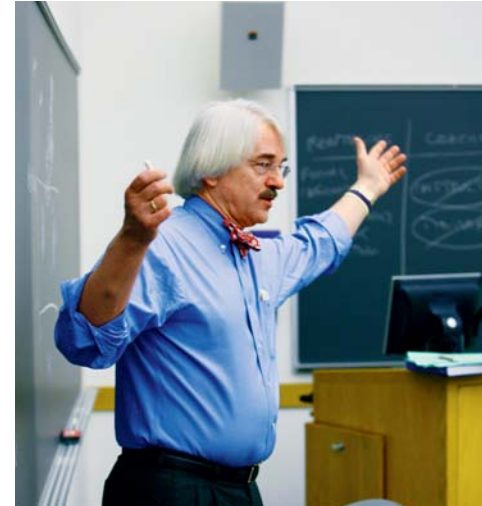
Dr. Connee Zotos received a bachelor’s degree in physical education from Glassboro State College, a master’s degree in physical education with an emphasis in sports management from the University of Colorado, and a Ph.D. in educational administration from the University of Texas at Austin. Prior to joining the Tisch Center faculty, she was the director of athletics at Drew University. She is a prolific writer and speaker in the areas of coaches’ employment and compensation systems, creating tiered athletics program models, coach evaluation, and Title IX. She is the recipient of an NACWAA National Administrator of the Year Award and two Coaching Excellence awards and is included in the *Encyclopedia of Women in Sport in America*. She teaches College Sports Operations, Amateur Sports Governance, Sports Facility Management, and Human Resource Management.

“I encourage classroom debate on athletics policies and procedures or any related topic that inspires analytical thinking and challenges conventional wisdom.”

Frederic B. Mayo, Ph.D.
Clinical Professor of Hospitality and Tourism Management

Dr. Frederic B. Mayo received his M.B.A. from Syracuse University and his Ph.D. from the Johns Hopkins University. Previously, he ran his own consulting and training firm. Before that, he served as the academic dean for the Culinary Institute of America, Hyde Park, New York, and was an administrator at Empire State College, the national leader in individualized education for adults.

Dr. Mayo teaches Applied Research, Human Resource Management, Consumer Relationship Management, Emerging Issues, and Advanced Research Seminar. He was recognized with the NYU School of Continuing and Professional Studies' highest faculty awards—for Outstanding Service in 2008 and for Teaching Excellence in 2009—in recognition of his extraordinary academic abilities and service to students. Dr. Mayo was also awarded the Chancellor's Award for Excellence in Teaching at the State University of New York in 1989. He is a Certified Hospitality Educator and Certified Hospitality Trainer.



“I love helping students develop their research methods. I believe in their innate curiosity, their passion for industry, and in them as young professionals.”



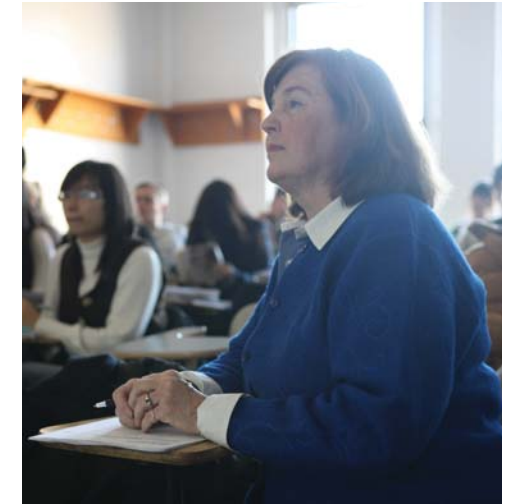
Wayne G. McDonnell, M.B.A.
Clinical Associate Professor of Sports Management

Wayne McDonnell has a B.B.A. and M.B.A. from Iona College. Previously, he worked as a financial analyst for Marsh and McLennan and Madison Square Garden. He teaches Financial Management in Sports, Sports Management Accounting, Revenue Strategies and Pricing, and Financial Analysis. His research area is the financial aspects of the business of baseball. He has written on topics such as revenue sharing, luxury tax, and salary arbitration and compensation, and he is regularly called on by various media outlets to provide expert commentary in these areas.

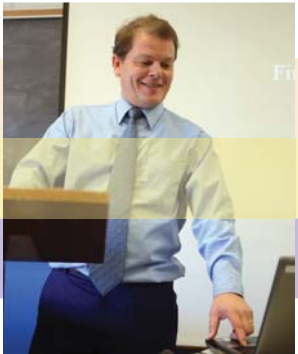
“I am energized by the vast opportunities that New York City provides my students for learning—our programs’ field experience is unparalleled.”

Sharr J. Prohaska, M.S.
Clinical Associate Professor of
Hospitality and Tourism Management

Sharr Prohaska received a B.S. in history from Portland State University and an M.S. in tourism management from George Washington University. She also studied urban tourism and rural tourism at Christ Church College in Oxford, England. Prior to returning to the full-time faculty, she served 13 years as the undergraduate programs director for the Tisch Center after working as the chair of the tourism department at the University of New Haven. Professor Prohaska is recognized for her expertise in cultural heritage tourism and sustainable tourism planning and development. Her other areas of research include sustainable tourism, ecotourism, rural tourism, tourism planning, and product development. Among the courses she teaches are Cultural Heritage Tourism, Applied Research, Tourism Planning and Policy, Marketing of Destinations, and Tourism Impacts and Issues.



“I teach from a global perspective by incorporating the latest articles and case studies on the importance of tourism to development and economy.”



Jukka M. Laitamaki, Ph.D.
Clinical Associate Professor of
Hospitality and Tourism Management

Dr. Jukka Laitamaki received a Ph.D. and an M.S. from Cornell University and an M.S. from the Turku School of Economics and Business Administration in Finland. He has 30 years of international consulting and executive education experience in over 20 countries on six continents. He has worked as a strategic management consultant with McKinsey & Company and Service Management Group and as a professor at the University of California, Berkeley, and Fordham University. Dr. Laitamaki teaches Strategy Formulation and Decision Making, Strategic Brand Management, Entrepreneurship, Customer Relationship Management, and Tourism. His research has been published in international journals, including the *California Management Review*, the *European Management Journal*, and the *Journal of Transnational Management*. He has contributed several chapters to textbooks, including *Travel and Tourism: An Industry Primer*, published by Prentice Hall.

“I take advantage of NYU’s central location by facilitating on-site visits to world-class hotels and inviting renowned industry experts to my classroom.”

Mark M. Warner, D.P.A.

Clinical Professor of Hospitality and Tourism Management

Dr. Mark Warner holds bachelor's degrees from Monmouth College in economics and business and from Cornell University in hotel administration. He received his M.S. from the State University of New York in human resources and a doctorate from the University of Alabama in public administration. Previously, he was the graduate programs director for the Tisch Center and the hotel department chair at the University of New Haven. He has done numerous research projects working in collaboration with NYU graduate students and Deloitte, PhoCusWright, HVS, SME Branding, and others. He teaches Rooms Division Management, Advanced Topics, Hotel and Tourism Accounting, Business Development III, Financial Management, and Applied Research.



*“At NYU’s Tisch Center,
hospitality, tourism, and sports
are international industries that
are taught in a global context.”*



NEW YORK UNIVERSITY

**For more information about the hospitality,
tourism, and sports management programs,
please contact us:**

**The Preston Robert Tisch Center for
Hospitality, Tourism, and Sports Management
School of Continuing and Professional Studies**

New York University

7 East 12th Street, 4th Floor

New York, NY 10003-4475

tisch.center@nyu.edu

scps.nyu.edu/tischcenter

212.998.9100

New York University is an affirmative action/equal opportunity institution.
Produced by Advertising and Publications, New York University.

Principal photography by Nick Johnson.